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August 27, 2014

ORIGINAL

RECEIVED

2014 OCT -8 A 11: 13

Ms. Betty Smith / Mrs. Shirley P. Begay / Mrs. Devonna Thomas**Post Office Box #191****(Lot #18 & Lot #173 - Park Estates)****Sanders (Apache County), Arizona 86512-0181**AZ CORP COMMISSION
DOCKET CONTROLArizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007

RE: Arizona Windsong Water Company Inc. / Mr. & Mrs. Patton Earl Paulsell

Proof that an audit must be done on this company and the owner, Mrs. Lillian Paulsell (this is just a small sample of the complaint).

PLAINTIFF:

DEVONNA THOMAS

RESIDENT: ARIZONA PARK ESTATES - LOT 173

MAIL BOX ADDRESS: PO BOX 181 - SANDERS, ARIZONA 86512-0181

Arizona Corporation Commission

DOCKETED

OCT 08 2014

DEFENDANT:

ARIZONA WINDSONG WATER INC - MRS. LILLIAN PAULSELL (OWNER)

MAIL BOX ADDRESS: PO BOX 261 / SANDERS, ARIZONA 86512 -0261

TELEPHONE (CHANGED MULTIPLE TIMES): 505-870-6700

DOCKETED BY

METER READING CONDUCTED ON THE 4TH OR 5TH WEEK OF EVERY MONTH // DEADLINE FOR PAYMENT: ON THE 10TH OF EVERY MONTH // LATE CHARGES ADDED: AFTER THE 15TH OF EVERY MONTH // SHUT OFF WATER TO THE PROPERTY FOR NONPAYMENT: THE 20TH OF EVERY MONTH (ACCORDING TO THE ARIZONA WATER COMMISSION - 10 BUSINESS DAYS WITH NOTICE IS REQUIRED)**AUGUST 22, 2014: NEVER FOLLOW UP OR REPLY ON THE APRIL 2014 WATER BILL STATEMENT // WATER WAS TURNED OFF IN THE AFTERNOON TODAY WHILE WE WERE IN GALLUP, NM // STATED TODAY THAT MRS. PAULSELL NEVER RECEIVED ANY PAYMENTS SINCE APRIL 2014 AND THAT INCLUDES AUGUST 2014 ("TERRY" COLLECTED METER READINGS TODAY) // I NEVER RECEIVED THE AUGUST 2014 WATER BILL STATEMENT // ASCO WAS PRESENT WHEN MRS. PAULSELL SAID THAT SHE MAILED OUT AUGUST WATER BILL STATEMENT FOR LOT #173; THEN, MRS. PAULSELL TOOK OUT A SEALED ENVELOPE WITH MY ADDRESS AND AN USPS STAMP ON IT, OPENS IT IN FRONT OF ME & THE ASCO, AND HANDS ME MY AUGUST 2014 WATER BILL STATEMENT (ISN'T THAT A FEDERAL OFFENSE TO OPEN SOMEONE ELSE'S LETTER?) // DEMANDED \$335.10 BEFORE SHE TURNS THE WATER BACK ON //**

Arizona Windsong Water Company Inc. / August 27, 2014

Ms. Betty Smith / Mrs. Shirley P. Begay / Mrs. Devonna Thomas

AUGUST 2014 DETAIL EXPENSES (MRS. PAULSELL & CHANGE IN RATES):

MONTHLY EMERGENCY/INTERIM SURCHARGE		
MONTHLY USAGE CHARGES (5/8X3/4-INCH METER)		37.12
JUNE 2014 PAYMENT	53.00	
JULY 2014 PAYMENT	64.00	
JULY 2014 LATE CHARGE	5.00	
AUGUST 2014 LATE CHARGE	5.00	
SHUT OFF FEE	20.00	
REINSTATE FEE	20.00	
CO (?)	30.00	

MRS. PAULSELL CALCULATION:(193.12) (193.05 ?) < \$42.90 >

\$193.12 = \$7.15 PER 1000 GALLONS=

27 (estimated from 26,580) x \$7.15 = \$193.05

***** 5,600 gallons = 6 (estimate again) x \$7.15 = \$42.90 *******CHANGE IN RATES WITH CORRECT FIGURES:****< 30.00 >**

\$30.00 = \$5.00 PER 1000 GALLONS (BETWEEN 3,001 TO 12,000 GALLONS)

***** 5,520 gallons = 6 (estimate again) x \$5.00 = 30.00 *******TOTAL :**< \$335.10 > (\$390.12) (\$390.07?) < \$219.90 >**< 67.12 >**

APRIL 2014 - \$50.00 MINUS THE \$30.00 = \$3.33 PER 1000 GALLONS = 6 (6,000) X \$3.33 TOTALS OUT TO \$19.98 (estimated it to \$20.00)

MAY 2014 - \$59.00 MINUS THE \$30.00 = \$1.90 PER 1000 GALLONS = 15 (estimated from 15,490) X \$1.90 TOTALS OUT TO \$28.50 (estimated it to \$29.00)

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**JUNE 2014 - \$53.00 MINUS THE \$30.00 = \$2.25 PER 1000 GALLONS - 10 (estimated from 9,720) X
\$2.25 TOTALS OUT TO \$22.50 (estimated it to \$23.00)**

**JULY 2014 - \$64.00 MINUS THE \$30.00 = \$3.04 PER 1000 GALLONS - 21 (estimated from 20,980) X
\$3.04 TOTALS OUT TO \$63.84 (estimated it to \$64.00)**

In conclusion, I am not the only one who is going through these stressful times with our needed supply of water but there are family members and other residents in our Park Estates community who are feeling the same anxiety from Roshka, DeWulf, & Patten, PLC; Arizona Windsong Water Inc; and Mrs. Lillian Paulsell. With no support from the Arizona Corporation Commission in Phoenix, Arizona; in spite of the many complaints and complaint letters to varies people, Mrs. Lillian Paulsell has fully believe that she is untouchable, that is until she turn off the water connected to our private property. August 22, 2014's episode was not only frightening (we have two small children, high breed rping horses, & caught us between paychecks), but I truly think this incident will only continue, with no remorse or shame, to other innocent customers (retirees with a set budget or hard working individuals) that uses Arizona Windsong Water Inc. who supply the water to their private properties on Park Estates too.

Nonetheless, still hoping for NTUA to take over Arizona Windsong Water Company Inc. It would give us more confidence with NTUA in charge then to live with uncertainty with Mrs. Paulsell's taking care of our drinking water. It is possible, but because of Mrs. Paulsell's greediest, I doubt that she will never going to work out any kind of agreement to let go her company. It is a constant battle trying to deal with Mrs. Paulsell, her business matter is really horrible!

We would be very grateful for your consideration and ANY assistance.

Sincerely,



Ms. Betty Smith

E-mail: **bl_begaysmith@yahoo.com**

COPIES TO:

Senator Carlyle Begay
1700 West Washington
Room 315
Phoenix, Arizona 85007

Mr. Bob Stump, Chairman
Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007

Arizona Windsong Water Company Inc. August 27, 2014

Ms. Betty Smith / Mrs. Shirley P. Begay / Mrs. Devonna Thomas

Representative Ann Kirkpatrick
405 North Beaver Street
Suite 6
Flagstaff, Arizona 86001

Arizona Corporation Commission
Utilities Division
1200 West Washington
Phoenix, Arizona 85007

Commissioner Gary Pierce
Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007

Arizona Corporation Commission
Utilities Division
400 W. Congress Street
Tucson, Arizona 85701

Commissioner Brenda Burns
Arizona Corporation Commission
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Phoenix, Arizona 85007

Arizona Corporation Commission
Consumer Services Section
1200 West Washington Street
Phoenix, Arizona 85007

Commissioner Bob Burns
Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007

Navajo Environmental Protection
Agency
Attn: Yolanda Barney/Environmental
Program Manager
Public Water Systems Supervision
Program
Post Office Box 339
Window Rock, Arizona 86515

Commissioner Susan Bitter Smith
Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007

Arizona Department of
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Attn: Mark Shaffer
1110 West Washington Street
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FYI: Now, do you think Mrs. Paulsell, owner of Arizona Windsong Water Inc., will ever use any means of communicating with the Park Estates community when a situation of any type of emergency that would cause harm to our health or the children's?

What's news

Boil water advisory issued for Lupton

By Kathy Helms

One Bureau

newsp1@palmbeachpost.com

FORT DEFLANCE

Navajo Tribal Utility Authority has issued a boil water advisory for its water customers in the Lupton area after routine water samples pulled by its Environmental and Compliance Laboratory tested positive for total coliform bacteria and E. coli.

Customers are advised to boil water at least five minutes before drinking, cooking or dish washing. NTUA water crews are working to disinfect the water system and to identify possible sources of contamination, according to Debbie Becenti of NTUA.

The utility is conducting further testing and will advise customers when tests have returned to normal readings and it is no longer necessary to boil water.

Information: NTUA Fort Defiance District Office
928.726.4727

City of Navajo

allup, H M - Wednesday, August 28, 2014

LOCAL

NTUA lifts boil water advisory

By Kathy Helms
One Bureau
newsp1@palmbeachpost.com

LUPTON — Navajo Tribal Utility Authority lifted a boil water advisory Tuesday for the Lupton community after sample results collected by its Environmental Compliance and Laboratory staff returned to normal.

NTUA issued an advisory for its Lupton customers last week after routine water samples tested positive for total coliform bacteria and E. coli.

Debbie Becenti of NTUA said the findings were reported to Navajo Nation Environmental Protection Agency and the advisory was continued until the utility received the "all clear" notice from NNEPA.

NTUA water crews identified the source of the problem and disinfected the water system.

"We will continue to monitor closely for the next few days. Meanwhile, the offending well was taken off line and shut off. The water is now being fed from a new source and will remain that way. We appreciate the patience and understanding of our water customers in Lupton," Becenti said.